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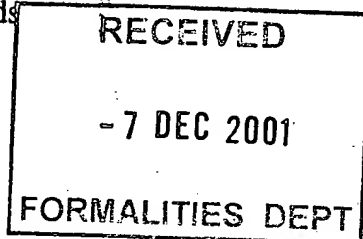
MAR 05 2002



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Your Reference: GBP82393  
Application No: GB 0023584.6

6 December 2001

Dear Sirs

Patents Act 1977: Search Report under Section 17(6)

I enclose two copies of my search report relating to claims 48-59 and a copy of the citations.

This search is in response to the further Patents Form 9/77 filed on 5 October 2001.

Note that due to the broad scope of claim 48, the documents cited are examples only of documents falling within the scope of claim 48.

Yours faithfully

*B. Micklewright*

Ben Micklewright  
Examiner



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Application No: GB 0023584.6  
Claims searched: 48-59

Examiner: Ben Micklewright  
Date of search: 5 December 2001

Patents Act 1977  
Further Search Report under Section 17

Databases searched:

UK Patent Office collections, including GB, EP, WO & US patent specifications, in:

UK CI (Ed.S): G4A (AUSB)

Int CI (Ed.7): G06F (17/30)

Other: Online: WPI, EPODOC, PAJ, INSPEC, XPESP

Documents considered to be relevant:

Category	Identity of document and relevant passage		Relevant to claims
X,E	EP 1074923 A2	(CANON) See e.g. the abstract, pages 11-14, and the figures	48,49, 51-59
X	EP 0717346 A2	(CANON) See e.g. the abstract, pages 11-14, and the figures	48-59
X	EP 0637807 A2	(RANK XEROX) See e.g. pages 6,7	48-59
X,E	WO 01/80081 A2	(RIGHTNOW) See whole document, e.g. the abstract	48,49, 51-59
X,E	WO 01/80080 A2	(RIGHTNOW) See whole document, e.g. the abstract	48,49, 51-59
X	US 6119133	(NUSBICKEL) See whole document, e.g. figure 6	48-59
X	US 5991758	(ELLARD) See whole document, e.g. column 2 line 40 to column 3 line 40.	48-51, 53-59
X	US 5715445	(WOLFE) See e.g. the abstract and columns 4-8	48-59
X	US 5526520	(KRAUSE) See e.g. the abstract	48-59

X Document indicating lack of novelty or inventive step

Y Document indicating lack of inventive step if combined with one or more other documents of same category.

& Member of the same patent family

A Document indicating technological background and/or state of the art

P Document published on or after the declared priority date but before the filing date of this invention.

E Patent document published on or after, but with priority date earlier than, the filing date of this application.